

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT :	Lundy LEWIS	CONFIRMATION No.:	3633
SERIAL NUMBER :	09/577,232	EXAMINER:	David E. England
FILING DATE :	May 23, 2000	ART UNIT:	2443
FOR :	METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE LEVEL MANAGEMENT (SLM)		

RESPONSE TO NON-FINAL OFFICE ACTION

Mail Stop Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Non-Final Office Action mailed **November 10, 2009**, please amend the above-identified application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 13 of this paper.

It is not believed that extensions of time or fees for net addition of claims are required beyond those that may otherwise be provided for in documents accompanying this paper. However, if additional extensions of time are necessary to prevent abandonment of this application, then such extensions of time are hereby petitioned for under 37 C.F.R. § 1.136(a), and any fees required therefore (including fees for net addition of claims) are hereby authorized to be charged to our Deposit Account No. 033975 (**Ref. No. 019287-0317258**).